

Job role information for workers in housing support services

The information detailed below is designed to support applicants to the SSSC Register who are working in housing support services. The practices described below will vary depending on the individual applicant's job role, as determined by their employer. The information provided is intended to be used as a guide to assist employers when deciding which function category applies to any particular employee.

Managers of housing support services

Managers of housing support services are workers who hold responsibilities for the overall professional management of the direct provision, supervision, and quality assurance of care and support provided in a housing support service.

There are two parts to manager qualification requirements. Managers must have a practice and a management qualification.

The benchmark practice qualification for a manager in a housing support service is SVQ Social Services and Healthcare at SCQF Level 9.

This qualification contains National Occupational Standards (NOS) which identify the skills, knowledge and values reflected in the job role. Any individual manager will, in their job role, evidence some although not all, of these standards.

The benchmark management qualifications are:

- SVQ Care Services Leadership and Management SCQF Level 10
- any award in management that is certificated at or above SCQF Level 9* (min 60 credits) and mapped against the National Occupational Standards: Leadership and Management for Care Services SCQF 10.

*Please note that on 1 January 2020, the minimum SCQF level increased from 8 to 9. We continue to accept qualifications that met the old requirement as long as individuals achieved them before 31 December 2019.

The following general guidance is based on the particular skill sets that have been identified for specific practice areas. It is possible that the job of any individual manager may involve tasks that cross the range of skill sets.

A manager of housing support services will likely:

- be registered with the Care Inspectorate Social Care and Social Work Improvement (SCSWIS) as manager of the service and in this capacity is likely to:

- hold overall responsibility for writing and reviewing the work setting policies and procedures
- be responsible for implementing staff development and performance development review systems
- be the first point of contact for complaint handling
- hold responsibility for the budget for the service and oversee the ordering and purchasing of resources for the service
- have overall responsibility for completing the quality assurance processes for the service, for example, Care Inspectorate (SCSWIS) annual returns
- manage the multi-agency working arrangements
- have overall responsibility for health and safety within the service.

Some examples of the tasks likely to be involved in this function include:

- implement and monitor behaviour policies, systems, procedures and practices within the service
- have overall responsibility for managing and developing workers within the service, for example, through providing or managing the provision of supervision, performance reviews
- be responsible for managing continuous improvement in the provision of the service
- lead and manage provision of the service, for example, implement systems, procedures and practice to support people who use the service; implement and review systems, procedures and practice to support this provision
- manage requests for services provided by the service
- lead the service delivery planning process for the service, for example, developing, agreeing, monitoring and reviewing service delivery plan
- lead practice to reduce and prevent the risk of danger, harm and abuse, for example, lead shared evaluation of plans, systems and practices to help individuals manage, reduce and prevent the risk of danger, harm and abuse within the service
- develop joint working agreements and practices to deliver health and social care services
- monitor and manage the quality of the provision of the service
- contribute to the development of organisational policy and practice
- ensure compliance with legal, regulatory, ethical and social requirements
- actively engage in the safe selection and recruitment of workers and their retention in care services
- manage a dispersed workforce to meet the needs and preferences of individuals at home
- lead practice that promotes the rights, responsibilities, equality and diversity of individuals
- take responsibility for the continuing professional development of themselves and others within the service.

Supervisors in housing support services

Supervisors in housing support services are workers who hold responsibilities for providing and supervising the provision of care and/or support provided directly to a user of housing support services.

There are two parts to supervisor qualification requirements. A supervisor in housing support services must hold a practice and a supervisory qualification, or one qualification which meets the full criteria.

The benchmark practice qualification for a supervisor in housing support services is SVQ Social Services and Healthcare at SCQF Level 7.

This qualification contains NOS which identify the skills, knowledge and values reflected in the job role. Any individual supervisor will, in their job role, evidence some although not all, of these standards.

The following general guidance is based on the particular skill sets that have been identified for specific practice areas. It is possible that the job of any individual supervisor may involve tasks that cross the range of skill sets.

The benchmark supervisory qualifications are:

- PDA Health and Social Care Supervision at SCQF 7
- a qualification that contains at least 15 credits at SCQF level 7 of supervision or management theory and practice specifically for a supervisor of a care service.

Meets full criteria:

- SVQ Social Services and Healthcare at SCQF Level 9.

A supervisor in housing support services is likely to:

- promote effective communication within the service
- promote the health, safety and security of self and others for whom they are responsible within the service, for example, monitoring and maintaining health, safety and security; promoting working practices that are safe, healthy and secure; minimising risks arising from emergencies
- develop own practice within the service setting, for example, reflect on their own practice in the workplace and take action to enhance practice by using opportunities for development
- promote the safeguarding of individuals, for example, establish their own understanding about safeguarding and what they must do in cases of actual or potential harm or abuse.

A supervisor will likely undertake a range of practice tasks which will vary widely depending on a particular setting.

Supervisors in housing support services may undertake some specific practice as identified within the skills sets for housing support, SVQ Social Services and Healthcare at SCQF Level 7. These include:

- support individuals to plan, monitor and review the delivery of services
- support individuals to access and use services and facilities
- support individuals to develop and maintain social networks and relationships
- contribute to the support of individuals who have experienced harm or abuse
- promote positive behaviour
- support individuals to live at home
- support individuals to retain, regain and develop skills to manage their daily living
- support individuals to manage their financial affairs
- support individuals to manage direct payments
- support individuals to access employment
- support individuals to access learning, training and development opportunities
- support individuals to access housing and accommodation services
- implement development activities to meet individuals' goals preferences and needs
- support individuals to move into new living environments
- support individuals to represent their own wishes and needs at decision-making events
- support individuals to access independent representation and advocacy
- work with families, carers and individuals during times of crisis
- support individuals to manage their own health and social wellbeing
- obtain venous blood samples
- promote the development of children and young people.

A supervisor will also undertake supervisory duties:

- be responsible for the supervision of other workers, such as support workers, for example, supervising their practice and monitoring compliance in relation to policies, procedures and best practice relevant to the assessment of risk, safe working practices and safeguarding.

Practitioners in housing support services

A practitioner in housing support services provides care and support and has responsibility for coordinating the implementation of care plans. This may include holding keyworker responsibilities.

The benchmark practice qualification for a practitioner in housing support services is SVQ Social Services and Healthcare at SCQF level 7.

This qualification contains NOS which identify the skills, knowledge and values reflected in the job role. Any individual practitioner will, in their job role, evidence some although not all, of these standards. The following general

guidance is based on the particular skills sets that have been identified for specific practice areas. It is possible that the job of any individual practitioner may involve tasks that cross the range of skills sets.

A practitioner in housing support services is likely to:

- monitor and maintain the health, safety and security of themselves and others for whom they are responsible and promote safe working practices
- contribute to the assessment of care or support needs and preferences of the individual
- support the development and implementation of care or support plans and contribute to the review of these plans
- develop and sustain effective relationships with staff in other agencies
- participate in inter-disciplinary team working to support individuals and others to assess individuals' needs
- work together to plan, implement and evaluate personalised care or support packages
- work with individuals to identify development activities
- plan, implement and evaluate the activities through working in partnership.

Support worker in housing support services

A support worker in housing support services have delegated responsibility to provide care and/or support directly to someone who uses a housing support service.

The benchmark practice qualification for a worker in a housing support service is SVQ Social Services and Healthcare at SCQF level 6.

This qualification contains NOS that include the skills, knowledge and values reflected in the job role. Any individual worker will, in their job role, evidence some although not all, of these standards.

The following general guidance is based on the skill sets that have been identified for specific practice areas. It is possible that the job of any individual worker may involve tasks that cross the range of skill sets.

A support worker in housing support services is likely to:

A support worker is likely to undertake a range of practice tasks which will vary widely depending on a particular setting. All tasks are described within skills sets highlighted in the NOS available on the SSSC website.

A few of the essential tasks that all workers will undertake include:

- support effective communication in settings where individuals are cared for or supported

- keep self and individuals safe and secure including carrying out health and safety checks before beginning work activities, ensuring actions support health and safety, and taking action to deal with emergencies
- develop practice including reflecting on current skills and knowledge in the workplace, taking opportunities to improve practice and applying learning in the workplace
- support the safeguarding of individuals, for example, clarifying own understanding about safeguarding and what they must do in cases of actual or potential harm or abuse.

Support workers in housing support services may undertake some specific practice as identified within the skills sets for Housing Support, SVQ Social Services and Healthcare at SCQF Level 6. These include:

- contribute to the implementation of care or support plan activities
- support individuals to access information on services and facilities
- support individuals in their daily living
- support individuals to meet their domestic and personal needs
- support individuals to participate in recreational activities
- support individuals who are distressed
- maintain safety and security when accessing individuals' homes
- develop effective relationships with individuals
- contribute to the effectiveness of teams
- support individuals in the community.

Additional information

If you need further guidance about registration, please contact the registration helpline 0345 60 30 891.